



## **BEACON Support Team Lead Orientation**

**June 20 & 21, 2006**



## Agenda

- Introductions & Meeting Purpose
- BEACON Support Team Member Roles & Responsibilities
- BEACON HR/Payroll Project Activities
- Design Sessions Overview
- Organizational Readiness & Communication
- Next Steps
- Appendix: Other BST Member Roles & Responsibilities

## Introductions & Meeting Purpose

Continue to build our  
**BEACON Support Teams**  
so that we can successfully  
continue with implementation  
activities for the BEACON  
HR/Payroll Project

## **BEACON Support Team (BST) Member Roles & Responsibilities**



## Objectives of the BST

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- Lead and manage the BEACON HR/Payroll Project implementation within the agency to meet project objectives and schedule
- Facilitate communications between the agency and the BEACON HR/Payroll Project Team
- Serve as advocates for the BEACON HR/Payroll Project

## BST Structure

**BEACON Support Team Sponsor**

**BEACON Support Team Lead**

### **Subject Matter Experts**

- Financials/Budget
- HR
- Payroll
- Time Management

### **Agents**

- Change/Workforce Transition
- Communications
- Infrastructure/Readiness
- Training



## Team Lead

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- Coordinate, track, and monitor execution of agency-specific tasks in the BEACON HR/Payroll Project plan
- Conduct BST meetings within the respective agency to review status of project activities
- Serve as primary day-to-day contact to the BEACON HR/Payroll Project Team
- Plan and conduct targeted BEACON HR/Payroll Project awareness and progress meetings with agency staff



## BEACON HR/Payroll Project Activities



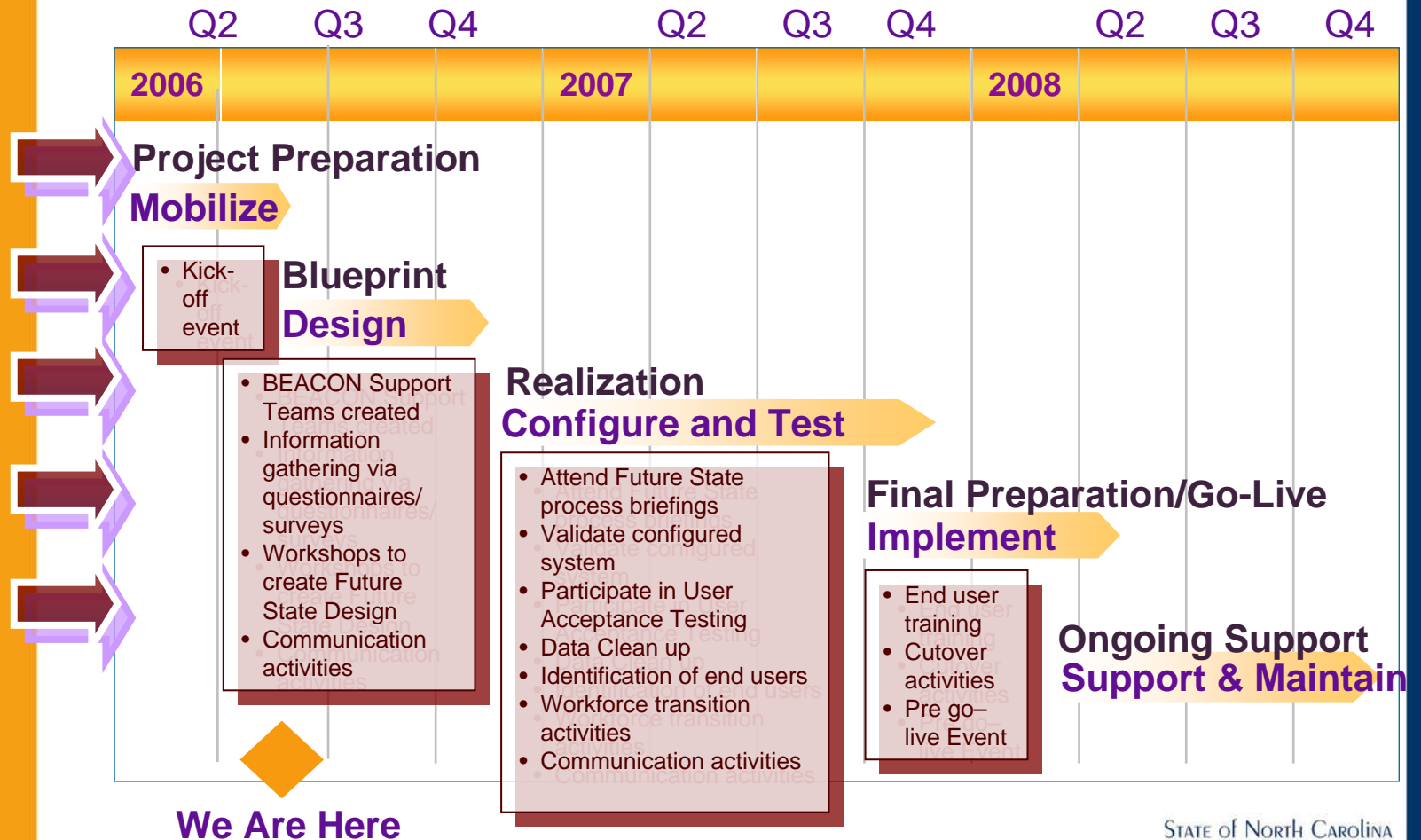
## BEACON HR/Payroll Project Challenge

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How do we successfully move the agencies to the BEACON HR/Payroll System?

- Help agency employees understand the changes that are taking place
- Equip agency employees to operate under the new business model
- Assist agencies with preparation for 'flipping the switch'

## BEACON HR/Payroll Project Timeline





## **BST Blueprint Phase Activities**

- Validate BST Member selections
- Participate in Design Sessions
- Assess agency readiness
- Identify barriers & enablers for the implementation
- Profile communication mechanisms for use in agencies
- Design agency-based change management activities
- Establish performance metrics to monitor progress
- Communicate BEACON HR/Payroll Project activities



## **BST Realization Phase Activities**

- Plan for workforce transition
- Determine site readiness
- Plan for security configuration
- Conduct events to involve employees in BEACON HR/Payroll Project efforts
- Develop programs for data extracts from local systems to feed BEACON-developed interfaces with SAP
- Communicate BEACON HR/Payroll Project activities



## **BST Final Preparation Phase Activities**

- Coordinate end-user training for agency
- Participate in user acceptance testing
- Prepare employees to understand new work activities
- Assign users to security roles
- Transition workforce into new roles, based on transition plan
- Validate converted data
- Monitor progress of change management activities
- Communicate BEACON HR/Payroll Project activities



## **BST Go Live Phase Activities**

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- Monitor use of new processes and systems within the agency
- Facilitate use of job and training aids by agency employees to conduct their work
- Communicate BEACON HR/Payroll Project activities



## The Next 90 Days

- Design Sessions
  - Work with agency Subject Matter Experts to design new business processes
  - Work with agency Subject Matter Experts to complete informational questionnaires for design sessions
- Organizational Assessments
  - Gather information to identify issues that must be addressed to ensure a successful individual and organizational transition to the BEACON HR/Payroll Project system
- Change Impact Planning
  - Analyze business impacts, formulate transition initiatives to address gaps within the specific agency
- Communications
  - Distribute information about the BEACON HR/Payroll Project and its progress thru leadership presentations, newsletters, road shows, status updates, employee forums, etc.



## Design Sessions Overview

## Design Sessions Overview

SME Functional Area	Number of Sessions
HR Processes	14
Time Management Processes	9
Payroll Processes	9

**Minimum session time = 8 hours**  
**Maximum session time = 32 hours**

## Design Sessions Overview (Cont'd)

- All agencies will not participate in every design session
- Design sessions begin this week (week of June 19<sup>th</sup>)
- Agencies that have not submitted Subject Matter Expert names may not be included in initial design sessions
- Subject Matter Experts receive an invitation to attend the design sessions a minimum of two weeks prior to the start of the session
- Most BEACON HR/Payroll Functional Team Leads have started to send out questionnaires to the Subject Matter Experts prior to the start of the design sessions

## Organizational Readiness & Communication

## Questions

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- What are the key factors that will make the BEACON HR/Payroll Project a success within your agency?
- What do you see as the biggest potential risks to the BEACON HR/Payroll Project?
- What are some of the important lessons learned from past business transformation efforts within your agency?
- Are there other initiatives within your agency that may impact the BEACON HR/Payroll Project?
- What is the most effective way to communicate about the BEACON HR/Payroll Project within your agency? How often?

## Next Steps

## Checklist of Upcoming Activities

	What?	Who?	When?
<input checked="" type="checkbox"/>	Attend BST Lead Orientation	Leads	June 20 & 21
<input checked="" type="checkbox"/>	Validate BST Member Selections	Leads	June 28
<input checked="" type="checkbox"/>	Attend Design Sessions	SMEs	June – Aug.
<input checked="" type="checkbox"/>	Attend Monthly Sponsor Status Mtgs.	Sponsors	Ongoing
<input checked="" type="checkbox"/>	Attend Monthly Lead Status Mtgs.	Leads	Ongoing



## Upcoming BST Lead Meetings

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- July 18 - 10:00 AM
- August 22 - 10:00 AM
- September 19 - 10:00 AM
- October 17 - 10:00 AM





## BEACON HR/Payroll Project Resources

If you have any questions pertaining to the BST, please contact:

- Shannon Byers  
shannon.byers@ncosc.net  
Current Phone: 919-981-5575 until 6/28  
Upcoming Phone: 919-431-6520 after 6/28
- Chris Loso  
christopher.losos@ncosc.net  
Current Phone: 919-501-4268 until 6/28  
Upcoming Phone: 919-431-6522 after 6/28

## **Appendix: Other BST Member Roles & Responsibilities**

- Maintain accountability for executing agency-specific plans and tasks in support of BEACON HR/Payroll Project implementation activities
- Assign BST members, including backups as needed
- Attend monthly BEACON HR/Payroll Project meetings for BST Sponsors
- Review agency scorecard information and progress relating to the BEACON HR/Payroll Project and help solve issues as they arise



## **Subject Matter Expert (HR, Payroll, Time, Finance)**

- Attend To-Be process design sessions, adding input on desired process flows
- Participate in discussions pertaining to the system on behalf of the agency
- Assist BEACON HR/Payroll Project Team with various data gathering activities
- Participate in presentations on To-Be processes within the affected agency
- Assist BST Change/Workforce Transition Agent in identifying potentially impacted employees, assigning employees to SAP roles, and providing advice on skills assessments of employees
- Work with other agencies and BEACON HR/Payroll Project staff to define reporting needs



## Change/Workforce Transition Agent

- Work with the BEACON HR/Payroll Project Team to conduct an agency-specific organizational risk and readiness assessment for the BEACON HR/Payroll Project implementation
- Contribute to agency-specific analysis of BEACON HR/Payroll Project stakeholders and help determine levels of involvement
- Work with BEACON HR/Payroll Project Change Management Team to plan for the agency's workforce transition into new roles
- Identify agency-specific policies and procedures that may need to be modified to complete workforce transition activities
- Participate in updating job descriptions and performance reviews



## Communications Agent

- Disseminate BEACON HR/Payroll Project information and promotional materials
- Coordinate BEACON HR/Payroll Project events to involve affected agency staff, as identified by the BST Sponsor, Lead and/or BEACON HR/Payroll Project Team
- Maintain knowledge and use of updated communication messages by working with the BEACON HR/Payroll Project Communications Team



## Infrastructure/Readiness Agent

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- Identify and coordinate system interfaces, desktop, mail system and network requirements with the BEACON HR/Payroll Project IT Team
- Participate in cutover tasks, including data conversion and interfaces



## Training Agent

- Provide input on training methodology
- Assess readiness of end-users for BEACON HR/Payroll Project training methods (i.e., computer skills)
- Assist with scheduling of agency employees in general classes and make-up classes
- Provide agency end-user support, as needed